<div align="center">Remarks</div>

The present amendment responds to the Official Action dated July 2, 2008. A petition of

a one month extension of time and authorization to charge our credit card the extension fee of

$130 accompany this amendment. The Official Action rejected claims 1-16 under 35 U.S.C.

103(a), based on Surace U.S. Patent No. 6,334,103 (Surace) in view of Ehlen U.S. Publication

No. 2004/0006480 (Ehlen). Claims 1, 2, 10 and 12 have been amended to be more clear and

distinct. New claims 17 and 18 have been added. Claims 1-18 are presently pending.

The Art Rejections

All of the claims were rejected based on Surace in combination with Ehlen. As addressed

in greater detail below, Surace and Ehlen do not support the Official Action's reading of them

and the rejections based thereupon should be reconsidered and withdrawn. Further, the

Applicants do not acquiesce in the analysis of Cohen and Ehlen made by the Official Action and

respectfully traverse the Official Action's analysis underlying its rejections.

The Official Action rejected claims 1-16 under 35 U.S.C. 103(a) based on Surace in view

of Ehlen. In light of the present amendment to claims 1 and 10, these grounds of rejection are

respectfully traversed.

As addressed in detail at page 1, line 8-page 2, line 19, the present invention recognizes a

failure of typical prior art approaches to appropriately match user help messages to the user

expertise. To this end, an exemplary help application in accordance with the present invention

accesses user information indicating the user's experience with each function of each module and

uses that information in selecting an appropriate help prompt. See, for example, page 3, lines 4-

<div align="center">7</div>

11. As explained, by way of examples, at page 10, line 20-page 14, line 13, a user may have extensive experience with some functions (John's experience with "Next message" and "Delete message") lack experience with others ("Play message", "Repeat Message" and "Login"), and have no experience with another function ("Save message"). As explained, different prompts for the different functions may be advantageous.

To such ends, claim 1 as presently amended addresses "a plurality of modules having multiple functions"; "a user information database storing user proficiency information indicating user experience with each function of each module" and "the help application selecting a help prompt for presentation to the user tailored to the user utilizing information identifying the module and the function when the unrecognized input was deleted to retrieve stored user proficiency information."

By contrast, Surace addresses a "Voice User Interface with Personality". While it does address useage of "the user's experience with using the voice user interface", Surace Abstract, specific details of Surace's operation are lacking. By way of example, Surace at col. 14, lines 57-62 states: "[p]rompt history 930 documents the subscriber's experience with a particular prompt suite. Prompt history 930 includes the generic and specific names of the prompts stored in the prompt suite 928 and how often the voice user interface with personality has played each prompt for this subscriber." However, as seen in Fig. 15 and described at col. 20, lines 9-51, this approach may be related to making the responses selected more life like, for example, by not repeating the same prompt too frequently rather than adapting the prompt to the user's expertise with the function. Surace appears to lack specification in this, as well as, other respects.

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The Official Action at page 5 suggests that Surace at col. 10, lines 25-29 "implies, but does not explicitly disclose reciting a consecutive error counter." This suggestion is traversed as an incorrect reading of Surace. At col. 10, lines 25-29, Surace addresses "repeated help in the same session or across sessions". Such help appears to relate to the overall expertise of the user with multiple functions and modules for a full session or multiple full sessions so that there is no apparent tally of errors or successes with respect to individual functions during a session. As noted above, a user may be an expert with respect to frequently used functions and a novice with respect to others.

Ehlen does not cure Surace's deficiencies as a reference with respect to the present claims. To the contrary, Ehlen addresses a multi-modal approach in which a user can speak, use per input, or type a response, for example. Interaction with the system is multi-modal and help is as well. As described in paragraph [0028] of Ehlen, for example, "in the MATCH application, the user can use speech, pen, or multi-modal combinations of the two or more modes".

The Official Action directs attention to paragraphs [0032]-[0034] of Ehlen. Paragraph [0032] cites as "an example, if the recognition confidence score for speech recognition is below a recognition threshold value of 50% for more than three utterances in a row, then the system may reload with a problematic situation dialog." However, there is no teaching that these "three utterances" relate to the same function or even use of the same module. Thus, Ehlen does not cure Surace's deficiencies with respect to the present claims.
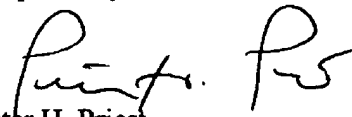
Claim 10 as presently amended is allowable over these same relied upon items on similar grounds to those urged above with respect to claim 1.

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Appl. No. 10/772,483
Amdt. dated November 3, 2008
Reply to Office Action of July 2, 2008

Conclusion

All of the presently pending claims, as amended, appearing to define over the applied

references, withdrawal of the present rejection and prompt allowance are requested.

Respectfully submitted,

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